

# The Reback Group, LLP

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Attorneys At Law

September 22, 2005

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Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

**Re:   Subscriber Acknowledgement Report of SunRocket, Inc.  
         September 22, 2005  
         WC Docket No. 05-196**

Dear Ms. Dortch:

Attached please find the required September 22 Subscriber Acknowledgement Report for SunRocket, Inc. for WC Docket No. 05-196. Please refer any questions or correspondence regarding the report to me at the address below.

Sincerely,

/s/

Sanford C. Reback  
Managing Partner  
The Reback Group, LLP  
[sreback@rebackgroup.com](mailto:sreback@rebackgroup.com)

**Subscriber Acknowledgement Report**  
**WC Docket No. 05-196**  
**September 22, 2005**  
**SunRocket, Inc.**  
**Vienna, VA**

*A detailed explanation regarding current compliance with the notice and warning sticker requirements if the provider did not notify and issue warning stickers or labels to 100% of its subscribers by the July 29, 2005 deadline. Providers expected to update this information include those that were in the process of providing notice and/or stickers to their subscribers, but had not completed the process by July 29, 2005.*

SunRocket sent notifications and warning stickers to all of its subscribers by the original July 29, 2005 deadline.

*A quantification of the percentage of the provider's subscribers that have submitted affirmative acknowledgements as of the date of the September 1 and September 22 reports, and an estimation of the percentage of subscribers from whom the provider does not expect to receive an acknowledgement by September 28, 2005.*

As of September 21, approximately 96.0 % of SunRocket's subscribers have submitted an affirmative acknowledgement. The Company estimates that it may not receive an acknowledgement from approximately 3-4% of its subscribers by September 28, 2005.

*A detailed description of any and all actions the provider plans to take towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory.*

SunRocket has continued to seek acknowledgements from its remaining subscribers through a variety of means, including e-mail, voice mail, and telephone calls. As expressed in its August 10 Subscriber Notification Report and its *ex parte* presentation and filing on August 17 and August 18, SunRocket remains very concerned about potentially having to disconnect subscribers who do not acknowledge by the September 28 deadline, particularly because SunRocket currently provides E911 to nearly 90% of its subscribers.

*A detailed description of any and all plans to use a "soft" or "warm" disconnect (or similar) procedure for subscribers that fail to provide an affirmative acknowledgement by September 28, 2005.*

SunRocket has investigated the feasibility of instituting a "soft" or "warm" disconnect for subscribers who fail to provide an affirmative acknowledgement by September 28, 2005. Unfortunately, SunRocket has concluded that it is not technologically feasible to institute such a procedure at this time, because the implementation of such a solution could imperil other vital network functions as well as the resources necessary to sustain them.

SunRocket also shares the view of certain respondents who have pointed out that a “soft” or “warm” disconnect is not a panacea in these circumstances; if all outbound calls except for calls to 911 are blocked, for example, calls to emergency non-911 numbers, such as police, fire, or poison control, would be blocked. Similarly, if all inbound calls are blocked, and an emergency operator is disconnected from a non-E911 call, that operator would be unable to reestablish contact with the person who had initiated the call, with potentially disastrous results.